

Purchasing Division Performance Survey

The City of Springfield Purchasing Division is committed to providing the highest levels of service to the vendor community. It is our hope that we keep you informed on opportunities to bid for the City's requirements for supplies and services of all types. We realize that our best intentions are not always realized. Please help us determine areas where we might improve our service to you by evaluating our performance on this form.

If you have any questions on this survey, or have other information to provide, please contact me at your convenience.

[Jim Tillman, CPPO, C.P.M.](#),
City Purchasing Agent.

PURCHASING PERFORMANCE SURVEY

Please complete and send to : City of Springfield
Purchasing Division
218 E Central
Springfield, MO. 65802

Fax: 417 864-1927 **Email:** jtillman@ci.springfield.mo.us

Company: _____ Date : _____
Address: _____
_____ Evaluator: _____
Ph: _____ Email: _____

Please indicate with an X the level of service received.

<u>SERVICE</u>	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
Given sufficient time to respond to bid/quote				
Quality of Documents				
Are City Requirements Clear ?				
Are questions responded to promptly ?				
Are City bids and quotes easily accessible ?				
Is procurement award information readily available ?				

<u>STAFF</u>	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
Is staff courteous ?				
Is staff accessible and responsive ?				
Does staff return phone calls promptly ?				
Is staff knowledgeable of the procurement ?				
Does staff work to resolve complaints ?				
Is staff helpful on providing information for bidding on City projects ?				

Comments: _____

